

MAILED
DEC 17 10 29 AM '92

92400093

REFERRAL FORM

92-266

CUSTOMER'S NAME: Nancy L. Funk

CUSTOMER'S ADDRESS: 118 Myrtle Avenue

Waynesboro, PA 17268

DATE OF LETTER: 11/24/93

SUBJECT
MATTER: increase in present Cable rates

BUREAU/OFFICE REFERRED TO: MMB / Cable Branch

DATE: 12/14/92

REFERRED BY:

San Rittenberry
STAFF MEMBER

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FILE

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DEC 23 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

118 Myrtle Avenue
Waynesboro, PA 17268
November 24, 1992

Director of the Office of Public Affairs
Federal Communications Commission
1919 M Street, NW
Washington, DC 20554

92-206

Dear Madam:

I have read frequently in the Wall Street Journal that the FCC has placed restrictions on television cable rates. However, I receive the enclosed in the mail concerning rate increase for basic cable services.

When does the FCC regulation become more than mere words printed in a newspaper? Why are my cable rates increased?

Please advise. Thank you.

Sincerely,

Nancy L. Funk

Nancy L. Funk

ESTIMATE
APLAIN
INFORM

DEC 21 5 22 PM '92

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TV CABLE OF WAYNESBORO

SERVING WAYNESBORO BOROUGH, WASINGTON TOWNSHIP, ZULLINGER, MONT ALTO, QUINCY, ROUZERVILLE, BLUE RIDGE SUMMIT PA, AND SABILLASVILLE, CASCADE, HIGHFIELD AND PEN MAR MD.

	CURRENT MONTHLY RATE	NEW MONTHLY RATE AS OF DEC 1 1992
BASIC SERVICE	\$13.45	\$13.95
CABLE PLUS TIER	\$ 7.45	\$ 7.95

PREMIUM SINGLE CHANNELS:

HOME BOX OFFICE	\$12.95	\$12.95
THE MOVIE CHANNEL	\$11.95	\$11.95
SHOWTIME	\$11.95*	\$ 9.95*
CINEMAX	\$11.95*	\$11.95*
THE DISNEY CHANNEL	\$11.95*	\$11.95*
TOCOM CONVERTER	\$ 4.00	\$ 4.00

*SUMMARY COST INCLUDES THE CONVERTER COST FOR THESE TOCOM DELIVERED SERVICES.

ADDITIONAL OUTLETS, MANUAL REMOTE AND SET TOP CONVERTER COSTS WILL REMAIN UNCHANGED.

SPECIAL PREFERRED PREMIUM PACKAGE DISCOUNTS ARE NOW AVAILABLE.

SPECIAL CHANNEL GROUPS (TIERS) WILL BE AVAILABLE IN DECEMBER, 1992 AT NEW EVERYDAY LOW PRICING.

WATCH CABLE CHANNEL 2, YOUR COMMUNITY BULLETIN BOARD, FOR ANNOUNCEMENT OF LAUNCH DATE. A NEW CHANNEL LISTING WILL BE AVAILABLE AND PRICING WILL BE AVAILABLE IN DECEMBER.

CODE
W

FOHTOCTA

November 1, 1992

Dear Valued Subscriber:

TV Cable of Waynesboro is dedicated to providing you with quality service. Over the past few years we have added alternate payment locations, extended office hours, provided 24 hour repair, Saturday installations, clear and understandable billing methods, new additional channels and improved services.

In addition to continuing with these existing services, we will add one new channel and change two channels. These new channels are three that we have received numerous requests to add. Based on our research we are certain you will find these changes exciting and valuable additions to your already excellent variety of program choices. A new channel line up will be available in December along with your new bill.

We have been able to absorb certain cost increases. However, with these program additions and changes and our increased cost of business we now must pass on a portion of these costs to our subscribers. The rate chart on the reverse side of this letter will become effective December 1, 1992.

If you have any further questions or need more information, please feel free to contact our Customer Service Department at (717) 794-2141. Our office hours are Monday thru Friday 8:15 AM to 6:00 PM and Saturday from 8:15 AM to Noon.

Thank you for being one of our valued subscribers.

Sincerely,

Samuel F. Andolina
System Manager
TV Cable of Waynesboro

RECEIVED

Dec. 16, 1992

DEC 23 1992

Federal Communications Commission
1919 M. Street, N.W.
Washington, DC 20554

ORIGINAL
FILE

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

92-266

Dear Sir:

Please find enclosed copy of my most recent bill for Cable TV. You will notice the rate has just been increased again by \$2.00. I thought the Congress just passed a law, not only freezing rates, but rolling back rates. What's the story on this??

You will notice that Cable TV of Amarillo states the increase in rates is due to the cost of doing business, including heavy programming increases.

What "So-Called" heavy programming increases???? The programming has not changed or has steadily decreased over time on basic cable, which is all I have taken, since signing up for cable on 2/10/84.

When you take basic cable, you have to take what they want to give you, not what you wish to choose and/or includes some channels you do not want or can use & you still must pay for those.

Even when they offer you other channels, they offer them in "Pkg's", so even if there is only one channel in the pkg. you want, you have to take the entire package & pay for all those extra channels you do not want or can use.

I receive channels listed below:

- (2) Spanish -speaking programs, which I cannot use & can get without cable.
- (3) (13D) PBS Do not use.
- (4) Weather only Do not use. Can get weather on other channels.
- (5) On cable (4) NBC (can get without cable)
- (6) CNN I use.
- (7) Country Music Station. I do not use.
- (8) On cable (7) ABC I can get without cable.
- (9) On cable (10) can get without cable.
- (10) Time & temperature & advertising only, Do not use.
- (11) ESPN Sports I use.
- (12) TBS I use.
- (13) (14) Fox - Local Amarillo KCIT - can get without cable.
- (15) Fam. I use
- (16) TNN (NSH) Nashville - I do not use.
- (17) A&E I use.
- (18) LIF - I use.
- (19) NIK - Nickalodean - I use
- (20) USA I use.
- (21) Discovery - I use.
- (22) HSE - I use.
- (34) HSN - Strictly advertizing - I do not use.
- (37) C-Span - I use.

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List A B C D E

So out of 22 channels, I can get 5 without cable, 6 I do not use, so that leaves me 11 channels I can use. (need cable for)

4 of these channels stop broadcasting after midnight.

(17) A&E is mostly repeats of old series like "The Fugitive", "Delvecchio", "Rockford Files", "City of Angels", "C'Hara", "Mrs. Colombo" & the like. Even with these repeats, the same story is repeated several times the same day & for several days, then alternated & brought back again & the repeat process goes on again & again. What heavy programming increases here????

On Saturday morning, over half these channels are consumed with cartoons & trivia & even the trivia is repeats. C-Span has repeats of the week's programs. ESPN (Sports) repeats the same sports scores of previous games over & over & over & over again, with limited up-to-date sports news.

If my cable goes off at night or on a week-end, Cable TV of Ama. will not respond until the next business day, 24 hrs. or better. Sometimes my cable is off for 3 or 4 hours or longer, without reason or explanation. The receptionists always refuse to put you in touch with any supervisor, manager or anyone in charge or give information as to same.

They refuse to provide any information, whatsoever, who owns and/or runs the company or any information regarding the company's operation, management or personnel.

I live in a duplex and about a year ago Cable TV of Ama. hooked my cable TV line up to the resident next door line. More precisely, they hooked their line onto my line without notice & without permission. When the resident moved out & discontinued cable service, Cable TV of Ama. discontinued my cable service as well. Although, I call Cable TV many times, they refused to come & restore my service. This was a Friday afternoon & they refused to come & turn my cable back on until Monday -- "Sometime"!

4 women bounced me back & forth between them with rude, sarcastic remarks & abuse. Once, making the sarcastic remark, "If you don't like your cable service, go someplace". Cable TV of Amarillo is the only cable service in Amarillo. ^{2/56}

Why must consumers take abuse from Cable companies? why must I pay for channels I do not use or want? What's the big mystery about who owns & operates this company? WHY MUST I SIT WITHOUT CABLE SERVICE WHICH I PAY FOR?

Please advise.

Yours truly,

Luella Hayes

Luella Hayes
1708 S. Hayden

Amarillo, Texas 79102-2644

Enc: copy of letter to Pres. Nichols
of Cable TV of Ama. dated 11/12/91
copy of most recent cable tv bill dated for 12/1/92 to 1/31/93.

P.S. Are there anything in the regulations about discounts for seniors or offerings thereof or future considerations thereof, etc.?

Joyce K. Batterson
3542 Idlewood Trail, N.E.
Atlanta, Georgia 30319-2126

FCC Cable Division
1919 M Street, N.W.
Washington, D.C. 20554

DeKalb County Commissioner
Attn: Ms. Donna Morgan, Assistant Administrator
1300 Commerce Drive
Decatur, Georgia 30030

Ms. Vanessa Victorian
Public Relations Administrator
North DeKalb Cable Television
50 Malone Drive
Chamblee, Georgia 30319

Dear Sir or Madam:

I write to express my outrage over the recent charge for cable service through North DeKalb Cable Television ("NDCT"). I was unaware that NDCT offered a "reception service" (which is less expensive than "basic service") until recently when I was notified of a rate change. For over a year I have paid a higher premium for basic service, which included many channels I never used. Nonetheless, when I telephoned NDCT to request a service change, I was told I would have to pay a "one-time installation charge of \$40.00." This is outrageous!! I already have cable service for which I paid a "one-time installation fee" and now, I have to **again** pay another \$40.00 to modify my existing service!!! Given the billing practice of NDCT to charge repeated "installation charges", the "installation charge" should never be referred to as a "one-time" fee, as I have now been charged twice for a "one-time installation fee."

I certainly hope the formulation of a regulatory commission that is currently being discussed goes through to prevent outrageous, ludicrous billing practices such as repeated "installation charges." If there were alternatives other than subscribing to the cable television pirates to receive good television reception on a few channels, I would definitely pursue those options. NDCT should voluntarily review its billing practices and make the appropriate and equitable modifications to reflect a fair and realistic business enterprise, not a monopoly of self-centered egotists.

Sincerely,

Joyce K. Batterson
Joyce K. Batterson

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FEDERAL COMMUNICATIONS COMMISSION
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92-206

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DEC 23 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

David Matas
792A Piedmont Rd.
Atlanta, Ga. 30308
December 16, 1992

ORIGINAL
FILE

92-266

DEC 18 1992

VIDEO SERVICES

Federal Communications Commission
Mass Media Cable Bureau Branch
1919 M Street, N.W.
Washington, D.C. 20554

Dear Sir:

I am writing to inform you about a situation with my local cable television company, Georgia Cable Television (GCTV). During the past twelve months, GCTV has had two rate increases that go above and beyond what could be called normal or customary. I have seen my monthly bill go from \$21.95 to a staggering \$27.47 in this short period of time. This is an overall increase of \$5.52, a whopping 25% increase in fees charged to it's customers without any discernible increase in service. This is outrageous!

I believe that GCTV is doing its best to increase its rates before the enactment of the proposed cable bill legislation. If this is true, GCTV should be made to roll back its rates to that of previous levels and should be held accountable by applying the maximum penalties of the appropriate laws that have been violated.

I appreciate your attention in this matter and look forward to hearing form you regarding this matter.

Sincerely,

David Matas

David Matas

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1

92-2166

7546 Clarendon Hills Road, 1-D
Willowbrook, IL 60514
December 11, 1992

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DEC 23 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Complaints & Investigations Branch
Mass Media Bureau, Enforcement Division
Federal Communications Commission
2025 M Street, NW
Washington, DC 20554

ORIGINAL
FILE

To Whom It May Concern:

I am writing to ask that an investigation be done on Continental Cablevision, 688 Industrial Drive, Elmhurst, IL 60126, (708)-530-4400 regarding rate increases which have occurred this year. Continental Cablevision has raised our rates twice in one year with the last increase occurring after the passing of the new federal legislation which will soon take effect. Furthermore, this last increase was 5% which is higher than inflation (3%)!! No explanation was given for this last rate increase despite the fact that I wrote to Continental Cablevision, their WHBC Consortium and the Village of Willowbrook requesting an explanation! In addition, I **have** written to all my congressmen complaining about this issue twice. Please inform me of any action that will be taken on behalf of the captive consumers of Continental Cablevision! Thank you.

Sincerely,

Jodi K. Vandiver
Jodi K. Vandiver, D.V.M.

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December 19, 1992
711 Washington Ave
Charlottesville, Va 15022

Federal Communication Commission
1919 Main St.
Washington D.C. 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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92-266

To whom it may concern:

Even though the Congress and Senate overrode President Bush's veto to re-establish regulations on the cable industry, TC1 of Pennsylvania had the unmitigated gall to raise my rate again before regulations go into effect come April of 1993.

When I first joined TC1 of Pennsylvania, I was paying \$8.00 a month, now eight years later I'm paying \$11.49, a whopping 168% increase. They have to be the most arrogant, monopolistic, price gouging, rapacious cable company in America.

I think they are completely "out of hand" with these rates, and should be rolled back \$10.00.

They would steal the eyes out of your back, and tell you, you look better without them.

No. of Copies rec'd 2
List A B C D E

Respectfully yours,

Paul L Hubinon

TIMOTHY J. LYONS
POST OFFICE BOX 545
OAKLAND, ME 04963-0545
(207) 465-9372 OR 465-3025

17 December 1992

Mr. Randy Hughes
Southern Division Manager
United Video Cablevision, Inc.
1091 Roosevelt Trail
Windham, ME 04062

Dear Mr. Hughes:

I appreciate your response of December 14, to my 12/6 letter of protest regarding your inordinate hike in additional outlet charge. Your very informative letter is a clear articulation of the need to pass along any increase in costs to consumers regardless of the manner in which this is achieved. Higher rates per pole and other operating costs have no bearing whatsoever on the number of outlets served by the single cable to a residence. While much of your explanation I find of some merit, the 44% rise in per additional outlet charge cannot be justified by specious logic.

The justification for the Federal Communications Commission resides in the public's ownership of service airwaves. With cable, it is significant that governmental regulation comes not from the Federal Trade Commission or the Commerce Department in general but from the FCC. This leads me to the belief that regardless of the technologies utilized, a final arbiter on cable franchising and operations must consider the public ownership of the airwaves. As such, reception of broadcast signals by the public becomes a right and not a privilege.

The cable industry does not exhibit suitable responsibility in instituting price increases within a virtual monopoly. Given the enormous capitalization required, the mandatory status of community franchise, and the regulations against satellite competition, exorbitant increases in prices by cable firms are an abdication of public confidence.

By copies of this letter, I am asking the Board of Selectmen in Sidney, Maine, to review the increases announced by UVC and to

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DEC 23 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Mr. Randy Hughes
United Video Cablevision, Inc.
17 December 1992
Page Two

consider a revocation of your franchise in this area, only to offer this opportunity to competitive firms, ones whose policy is not to offer a reduced initial fee only to raise this fee later after hooking an unsuspecting public. I am also asking that the FCC consider the nature and amount of increase you've announced and to find these disallowed by current statute.

Sincerely,

Timothy J. Lyons

c: Sidney Board of Selectmen
✓Federal Communications Commission
✓encl. UVC letters 11/27/92; 12/14/92

UNITED VIDEO CABLEVISION, INC.



November 27, 1992

Dear Customer:

We at United Video Cablevision strive to deliver the highest quality product available for you. The goal of each member of our dedicated, professional staff is to provide you with the best cable television service in every aspect of our operation.

I want to inform you of some upcoming changes in United Video's monthly cable television subscription prices for residents of Sidney. Our introductory prices have been maintained since we began operations in August of 1991. Effective February 1, 1993, the price for the Family Cable package will be increased to \$20.95 per month. This includes an increase of \$1.00 on the Satellite Service Tier. The price for Basic Antenna Cable will remain unchanged at \$10.00 per month. The charges for extra outlets and volume remote control converters will be adjusted to \$4.25 each per month starting February 1.

There will also be a change in prices for our premium entertainment channels effective February 1. HBO, The Disney Channel and Showtime will each be \$10.95 per month a la carte. I am pleased to say you will continue to receive significant package discounts for the second and third channel, excluding NESN. Effective January 1, 1993, the a la carte price for NESN will be lowered to \$7.95 per month. NESN will not be further discounted in packages.

On behalf of our staff, I would like to thank you for subscribing to our service and hope you will continue to enjoy the best value in home entertainment. We value you as a customer and look forward to continuing to provide service in the future. As always, if you have any questions please don't hesitate to call our Customer Service Department at 1-800-462-2244.

Sincerely,

A handwritten signature in dark ink, appearing to read "Randy Hughes", written over a horizontal line.

Randy Hughes
General Manager

UNITED VIDEO CABLEVISION, INC.



December 14, 1992

Mr. Timothy J. Lyons
P. O. Box 545
Oakland, Maine 04963-0545

Dear Mr. Lyons:

I am writing in response to your letter dated December 6, 1992. United Video Cablevision made a considerable capital investment in constructing the cable system in Sidney. You were first in Maine to have a cable system that was constructed with advanced fiber-to-feeder technology. Fiber allowed us to construct a more dependable and reliable system which reduces the likelihood of an outage, and provides a sharper picture to our subscribers in the outer edges of town. This technology also allows us to adapt to new technological advances that will take place in the future.

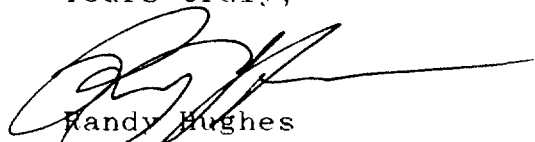
Whenever we construct a cable system, we initially offer an introductory rate to attract subscribers so that they can sample and see the value in our cable services. To continue "FREE" service calls and maintain the level of service that we currently provide, it is necessary to adjust our prices. We are sensitive of our subscribers' reactions, especially in our current economy. Cable service is a cheap form of entertainment. Where else can you purchase 720 hours of News, Movies, Sports, Drama, Comedy, Educational Programs, etc. per month for a cost less than 3 cents per hour?

Our cost of doing business in Sidney has increased. I'm sure you're aware of most costs of providing cable service including: high utility charges for both rates and pole attachments which have increased from 5.81 to 11.20 per pole since we started franchising Sidney. Insurance and workman compensation, programming fees, wages, employee benefits, New FCC technical requirements, the Cable Bill, etc. have also contributed to the increased operating costs.

Some Members of Congress acknowledged that the Cable Bill would initially cause cable prices to increase, but felt that it would promote more competition in the future which would stabilize the rates. Due to the Presidential election, many changes will take place within the FCC which may slow up their progress in clarifying the Cable Bill.

I can assure that United Video Cablevision takes every measure possible to balance customer service and costs associated with meeting our subscribers needs. If you have additional questions, please contact me at 1-800-462-2244.

Yours truly,



Randy Hughes
Southern Division Manager

16 December 1992

Linda Veerkamp
8745 Delgany Ave. #104
Playa Del Rey, CA 90293
(310) 822-5074

GTE California
P.O. Box 4007
Wittier, CA 90607-4007
(800) 223-6177

Attention: Customer relations

Re: Account # (310) 454-6616

Gentlemen:

Since approximately December of 1991 my suspicions have grown that there has been a mistake made in your billing statements. Increasingly, each successive month's "balance due" became irreconcilable with my own usage logs. In spite of my reservations about my bills, I have paid them each month.

Please audit my statements since December 1991 to verify their accuracy, and provide me with a written copy of your analysis.

Thank you.

Linda Veerkamp

cc: PUC
FCC
File

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DEC 21
1992

Dec 21 3 08 PM '92

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FEDERAL COMMUNICATIONS COMMISSION
FIELD OPERATIONS BUREAU
3575 Koger Blvd., Suite 320
Duluth, Georgia 30136
404 279-4621

December 16, 1992

DEC 18 1992

VIDEO SERVICES

ADDRESS REPLY TO:

Mr. Ralph Hairston
1425 Old Virginia Ct.
Marietta, GA 30067

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DEC 23 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

COPY

92-266

Dear Mr. Hairston:

TO SPEED OUR REPLY

We are using this informal way to handle your inquiry and we hope you agree that a prompt response is more important than formality.

Please refer to the item(s) checked below for your reply.

() The enclosed material should give you a better understanding of the background on

() The information you have requested cannot be handled by this office. Therefore, it has been directed to the Secretary, Federal Communications Commission, Washington, DC 20554. Any additional correspondence regarding this matter should be forwarded directly to that address, attention:

() The information you have requested/provided does not come under the jurisdiction of this agency.

(x) This will acknowledge receipt of your letter.

() Your area comes under the jurisdiction of the office. Your correspondence has been forwarded to that office at the following address:

(x) Other: We are forwarding your letter to our FCC, Cable Branch, 1919 M Street, NW, Washington, DC 20554, for an appropriate response.

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3

Ralph Hairston
1425 OLD VIRGINIA CT
MARIETTA GA 30067

7 DECEMBER 92

FCC
3575 Kroger Blvd
Suite 320
DLTH, GA 30136

THIS IS A NEWS LETTER NOTIFYING SUBSCRIBERS OF THE NEW
REGULATION ON CABLE TV AND THEN NOTIFYING US OF AN \$2.00 MONTH
INCREASE. WHAT'S AHEAD?

IF THIS INFORMATION IS USEFUL FORWARD IT TO THE WEIGHT PEOPLE.

CORRECTIONED CABLE SUBSCRIBER
Ralph Hairston

RECEIVED
DEC 8 1992
FCC ATLANTA, GA



SUBSCRIBER UPDATE

What Cable Legislation Means to You

You are probably aware of legislation recently passed by Congress that will increase governmental regulation of the cable television industry. The Federal Communications Commission (FCC) has been given six to twelve months to establish uniform regulations for cable rates and programming. Since these regulations must be broad enough to cover every cable system in America, including those offering fewer services than you presently enjoy, it is impossible to predict the impact on your bill, if any.

The Cable Bill also includes provisions designed to alter the way cable television systems offer services to subscribers. Up to 30% of our channels could be used for local broadcast signals with more channels reserved for educational, public, and leased access. We have heard your requests for additional channels and would like to accommodate these requests, but are prevented from doing so until clarification of the rules are finalized.

Since 1985, when governmental rate regulations of the cable industry were lessened, cable television service with Wometco Cable TV has changed immensely. A multimillion dollar upgrade has increased channel capacity from 36 to 60 channels; over 19 channels have been added to your basic service including TNT, WWOR, SportSouth, BET, American Movie Classics and The Discovery Channel. Sports programming has taken on new heights with ESPN's exclusive

An Important Rate Message For Wometco Subscribers

Every day, Wometco Cable TV brings you a world of entertainment options. We're pleased to offer you unrivaled viewing choices including exclusive made-for-cable movies, exciting sports action, the latest news reports, and fascinating science and technology features.

We bring you the most viewing options available in Georgia, and in doing so, we are faced with increasing costs for programming, taxes, electricity, insurance, pole attachments and other expenses. Beginning December 1, 1992, full basic service will increase \$2.00 per month. The cost per channel for full basic service still remains below what it was in 1980.

As always, we're committed to offering you the finest service, including year-round, around the clock customer service, and expanded office hours for your convenience. We value you as a customer and look forward to providing you with unequalled quality entertainment.

Atlanta Braves Bonanza!

Did you know that one *month* of 24-hour cable programming is far less than it costs the average family to attend a single Braves game? And with Wometco Cable TV, ESPN and SportSouth, you won't have to miss a minute of exciting Braves action in 1993!

NFL and Major League Baseball games. Pay Per View capabilities enable you to have a front row seat to live top ranked heavyweight bouts previously available only to closed circuit public arenas. Electronics have been upgraded and fiber optics incorporated to further enhance system reliability.

Even with the uncertainties raised by this new legislation, our goal remains to offer you the greatest quality entertainment products and service.

What's Ahead?

As mentioned earlier, all of the specific changes to be brought on by new cable television legislation are as yet unknown.

Be assured that we will do everything possible to maintain the high level of program variety and choice you've come to expect. We also pledge to keep you, our valued subscriber, well informed about changes and shifts brought on by this new regulatory environment.



FRANK L. CODELLA A.I.A.

ARCHITECT

27 HEYWARD HILLS DRIVE • HOLMDEL, NEW JERSEY 07733 • PHONE 908 431-1263

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DEC 23 1992

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

ORIGINAL
FILE

92-2166

17 December 1992

Federal Communications Commission
1919 M Street NW
Washington, DC 20554

Dear Sirs,

I am writing to complain about the \$2.00 monthly rate hike by Storer Cable. It appeared on our most recent bill of December 9, 1992. Included with the bill was a letter by one of the chief executives which tried to explain the rate hike. The reason given was nebulous at best. It appeared to me that Storer was raising the rate (which was already high, in my opinion) for no apparent good reason. I realize that cable television is currently de-regulated until the FCC implements the recent change passed by Congress to regulate.

We are a retired couple and must watch every dollar we spend. Isn't it time that people like us had a choice of cable companies who can compete for our business; and, who might be better organized and more efficient than Storer?

Yesterday our cable picture was shattered with loud static starting at 10 am. I tried for three hours to reach Storer by phone and got a busy signal. I gave up? Was this their intention? ---and for \$2 more??

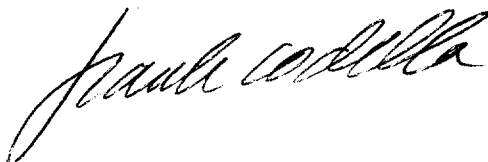
I strongly urge you to act as quickly as you can to implement the new regulations and to allow competing companies (cable or satellite) to operate in the same area. Our competitive system works well; sooner or later, companies like Storer will be hard pressed to stay in business in competition with a better company.

I will pass on this letter to my elected representatives and my local newspaper.

Thank you for your kind consideration.

Sincerely,

Frank L. Codella



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